

## How to set up your Wittenberg account

Go to <https://www.wittenberg.edu/its/accountsupport>

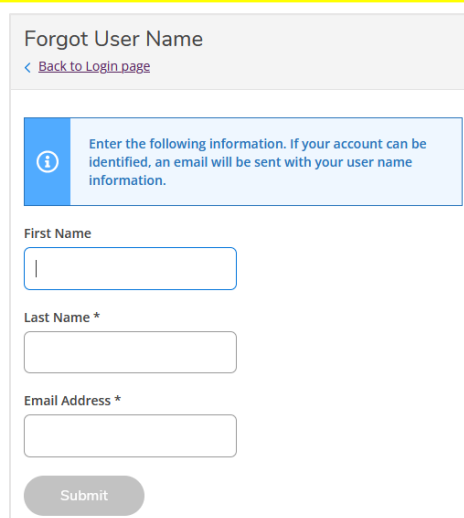
### ITS Account Support

The following links are available to help with access to your Wittenberg account.

- **Set your password: Password reset at Microsoft 365**  
Use this link if you know your campus email address but do not know or need to reset your password

#### STEP 1

- **New account registration or your forgot your campus username: Self Service forgotten username**  
Use this link if you do not know or remember your campus username.



Forgot User Name  
[Back to Login page](#)

Enter the following information. If your account can be identified, an email will be sent with your user name information.

First Name

Last Name \*

Email Address \*

Submit

Add your legal first and last name

Enter the personal email address that you applied with. Contact HR if you are unsure.

Click **Submit**

Check the personal email account you submitted and wait for an email with your Wittenberg username.

Go back to <https://www.wittenberg.edu/its/accountsupport>

Click the link next to **Set your password**

### ITS Account Support

**STEP 2** links are available to help with access to your Wittenberg account.

- **Set your password: Password reset at Microsoft 365**  
Use this link if you know your campus email address but do not know or need to reset your password
- **New account registration or your forgot your campus username: Self Service forgotten username**  
Use this link if you do not know or remember your campus username.

**Microsoft**


## Get back into your account

Who are you?

To recover your account, begin by entering your email or username and the characters in the picture or audio below.

Email or Username: \*

Example: user@contoso.onmicrosoft.com or user@contoso.com



Enter the characters in the picture or the words in the audio. \*


[Next](#) [Cancel](#)

Enter the username received in your personal email and add “@wittenberg.edu”

Enter the letters in the CAPTCHA

Click **Next**

Choose a contact method to verify your account:



## Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

- Email my alternate email
- Text my mobile phone
- Call my mobile phone
- Answer my security questions
- Approve a notification on my authenticator app
- Enter a code from my authenticator app

We've sent you a text message containing a verification code to your phone.

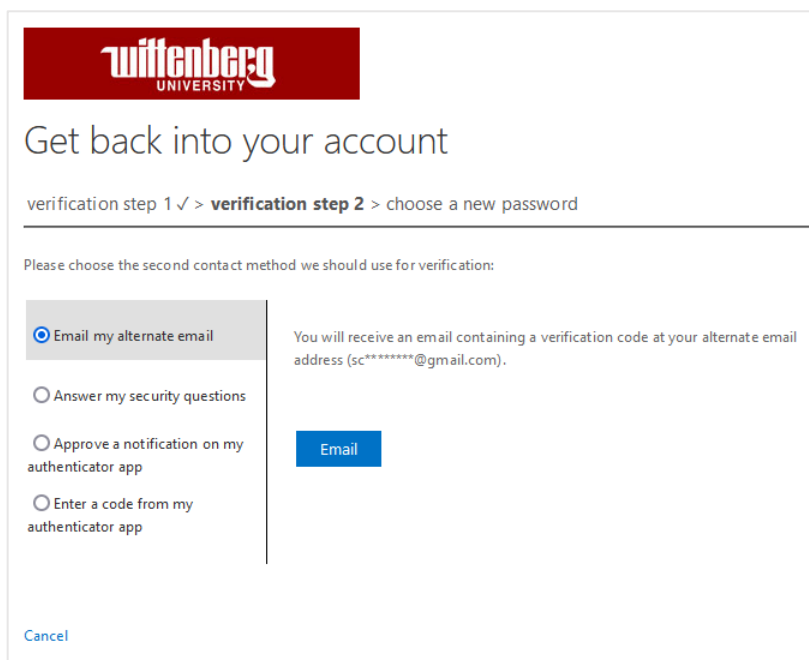
[Next](#) [Try again](#) [Contact your administrator](#)

[Cancel](#)

You will enter your phone number/email and then enter the code that you received.

Click **Next**

Choose a second method of verification:

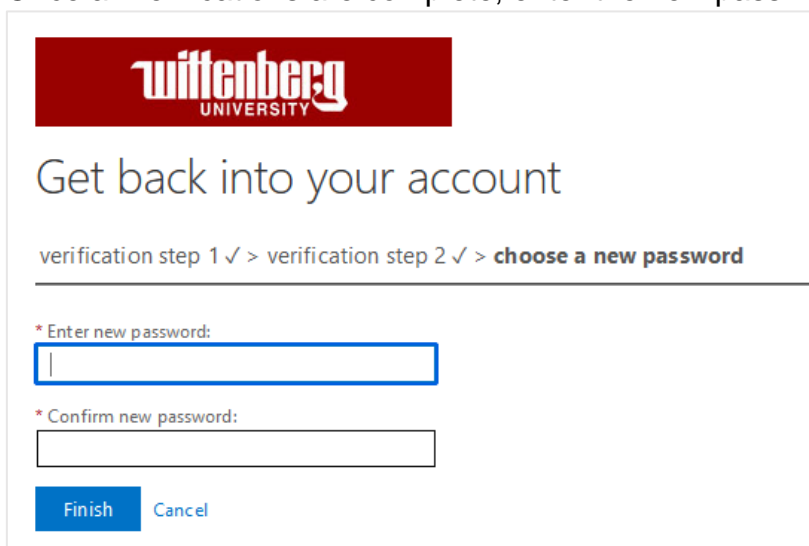


The screenshot shows the Wittenberg University logo at the top. Below it, the text reads "Get back into your account" followed by "verification step 1 ✓ > verification step 2 > choose a new password". A horizontal line separates the header from the main content. The main content asks the user to "Please choose the second contact method we should use for verification:". There are four radio button options: "Email my alternate email" (which is selected), "Answer my security questions", "Approve a notification on my authenticator app", and "Enter a code from my authenticator app". To the right of these options, a text box says "You will receive an email containing a verification code at your alternate email address (sc\*\*\*\*\*@gmail.com)". Below the options is a blue "Email" button. At the bottom left, there is a "Cancel" link.

You will enter your phone number/email and then enter the code that you received.

Click **Next**

Once all verifications are complete, enter the new password. Enter it again to confirm it is correct.



The screenshot shows the Wittenberg University logo at the top. Below it, the text reads "Get back into your account" followed by "verification step 1 ✓ > verification step 2 ✓ > choose a new password". A horizontal line separates the header from the main content. The main content has two input fields: "\* Enter new password:" and "\* Confirm new password:". Below the input fields are two buttons: a blue "Finish" button and a "Cancel" link.

Click **Finish**

Please contact [hure-mail@wittenberg.edu](mailto:hure-mail@wittenberg.edu) or (937) 327-7517 with any questions regarding your personal information supplied during the onboarding process.

Please contact [solution@wittenberg.edu](mailto:solution@wittenberg.edu) or (937) 525-3801 with any technical issues.